

Cover Letter - IT Support

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03-13-2025

“Hiring Manager”

“Company Name”

“Company Address”

Dear “Hiring Manager”,

I am writing to express my interest in an IT Support position at your company. As a student currently pursuing Computer Programming and Analysis at George Brown College, I have developed strong technical skills in troubleshooting, hardware/software maintenance, and customer support. My hands-on experience in problem-solving and technical assistance has strengthened my ability to work efficiently under pressure while ensuring proper IT operations.

With over five years of customer service and cash-handling experience, I have learned excellent interpersonal and problem-solving abilities. My background has equipped me with strong organizational skills, adaptability, and a keen attention to detail—qualities that are essential in IT support roles. Additionally, my comfort and strength working with Microsoft Office Suite, task management software, and productivity tools enhances my ability to have consistent strong workflow.

I am eager to contribute my technical expertise and strong problem-solving skills to your team. I look forward to the opportunity to discuss how my skills align with the needs of your organization, and hope I have the chance to further my skillset and further learn with you in the future. Thank you for your time and consideration.

Sincerely,

Jonathan Weir

Career Goal Statement

Technology has always fascinated me, even as a kid I was always playing around with some sort of computer or gaming console. Learning to fix my own problems as they came throughout the years and apply myself always left great satisfaction. My primary motivation is to continuously

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expand my technical skill set and apply my knowledge to real-world scenarios. My long-term goal is to solidify my expertise in IT support, ensuring that I stay proficient in troubleshooting and resolving technical issues across diverse environments. The increasing reliance on technology reinforces the demand for IT professionals, and I aim to be a consistent and reliable presence in this field.

Rather than focusing on evolving my role, I strive to ensure that my skills remain adaptable and valuable in a rapidly growing industry. As businesses and individuals continue to integrate technology into daily operations, IT support remains an essential function, and I am committed to mastering the necessary skills to excel in this field.

SKILLS

- Ability to work independently and cooperatively with minimal supervision under time constraints
- Familiar with office equipment and proficient in Microsoft office (Excel, Word, PowerPoint)
- Cash handling experience of 5+ years
- Excellent communication, customer service, conflict resolution and interpersonal skills
- Capacity to problem solve, critically think, multitask and be highly organized with the ability to handle detailed work with accuracy
- Skilled in troubleshooting and maintaining computer hardware and software.
- Adept at using productivity tools, task management software, and email clients.

WORK EXPERIENCE

The Beer Store, 03/2018 to 01/2025
Toronto, ON

Cashier/supply organization

- Readied items for sales floor stocking by organizing stock and preparing shelves.
- Stayed current on available products, store promotions and customer service policies to better assist with the needs of customers.
- Managed customer requests and effectively answered questions and inquiries about services and products.

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- Maintained thorough knowledge of store merchandise while responsible for selling in-store credit cards.
- Provided customer service safely as per standard workplace practices and procedures.
- Monitored, ordered and maintained supplies through online order placements on a regular basis.
- Operate the cash register, handling transactions as well as counting safe money to ensure the amount is correct daily.
- Prepares and processes various documents on product statistics for personal and team use.
- Counted monies, prepared deposits and monitored safe to balance accounting documents daily.

No Frills, 09/2019 to 09/2020 Toronto, ON

Grocery/shelf stocker

- Stocked and rotated grocery items as needed.
- Kept track of product placement around store and what items needed to be refilled
- Organized other store items as needed
- Followed covid cleaning and safety procedures
- Maintained back stock area for groceries and replenish shelf supplies
- Assisted customers with locating any items in the store whenever needed

Duckworth's Fish and Chips, 02/2015 to 01/2019 Toronto, ON

Restaurant team member

- Successfully communicated with all team members to navigate tasks and duties.
- Followed strict procedures regarding food handling and sanitation to prevent foodborne illnesses.
- Ensured compliance with relevant regulatory employment rules and standards.
- Cleaned and sanitized to avoid cross-contamination while maintaining food safety guidelines.
- Ensured proper handling and preservation methods while packaging and storing product

EDUCATION

Birchmount Park Collegiate Institute

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Highschool Diploma 2017

George Brown College

Computer Programming and Analysis
2023 – Current

REFERENCES

Available upon request

Academic Work Experience

Github link: [Stuckc \(Stuckc\)](#)

1. GraphQL & MongoDB Queries

- a. Developed efficient database queries using GraphQL and MongoDB to enhance API performance.
- b. Implemented optimized filtering, sorting, and pagination strategies for large data sets.

2. Employee Clock-In & Check-Out Program

- a. Designed and implemented a web-based system for employees to log work hours and generate reports.
- b. Utilized Node.js, Express, and MongoDB to store and process employee work data.

3. E-Commerce Product Management System

- a. Built a web application for managing product inventory, sales tracking, and customer interactions.
- b. Integrated authentication and user roles for secure access control.

4. Automated Customer Support Chatbot

- a. Developed a chatbot using Python and NLP for handling common customer queries.
- b. Integrated with a database to provide relevant product and service recommendations.

5. Portfolio Website Development

- a. Designed and deployed a personal portfolio showcasing academic and professional work.
- b. Used HTML, CSS, JavaScript, and React.js for a dynamic user experience.

Capstone Project - Employee Management Application

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Project Summary:

The Employee Management Application is a comprehensive platform designed to streamline HR processes, improve workforce tracking, and enhance overall employee management efficiency.

Project Vision:

The goal of this project is to provide businesses with an easy-to-use system for managing employee records, tracking attendance, and automating payroll processes. The application ensures a seamless experience for HR professionals, reducing administrative workload and improving data accuracy.

Business Requirements:

- Secure login system with role-based access (Admin, Employee, Manager).
- Employee record management (personal details, department, position).
- Time-tracking system for clock-in and clock-out.
- Payroll automation and reporting features.
- User-friendly dashboard with data analytics and insights.